

New Multi-Factor Authentication (MFA) to access MobiusView

There are two types of users:

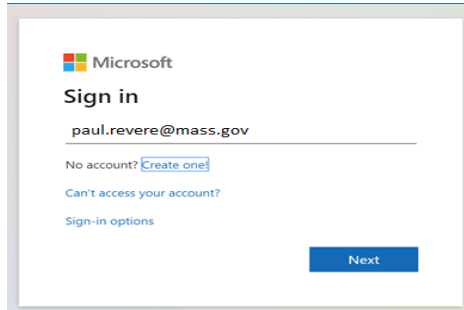
1. Internal Users – those who can self-register
 - mass.gov
 - massmail.state.ma.us
 - bhe.mass.edu
 - detma.org
 - dhe.mass.edu
 - doc.state.ma.us
 - dor.state.ma.us
 - dot.state.ma.us
 - pol.state.ma.us
 - tre.state.ma.us
2. External Users - those who require guest registration by invitation.

1. Internal User Self-Registration

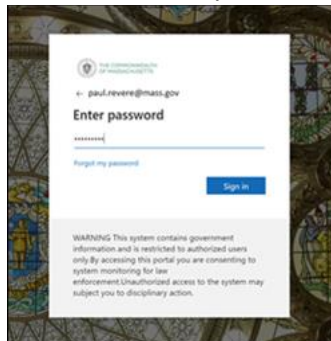
You may already have a Microsoft Azure account if you have signed-up to access Office365 and SharePoint sites (example: [the “HR/CMS Knowledge Center” SharePoint site](#)).

How to validate if you have an existing account and to register for MFA with Microsoft Azure:

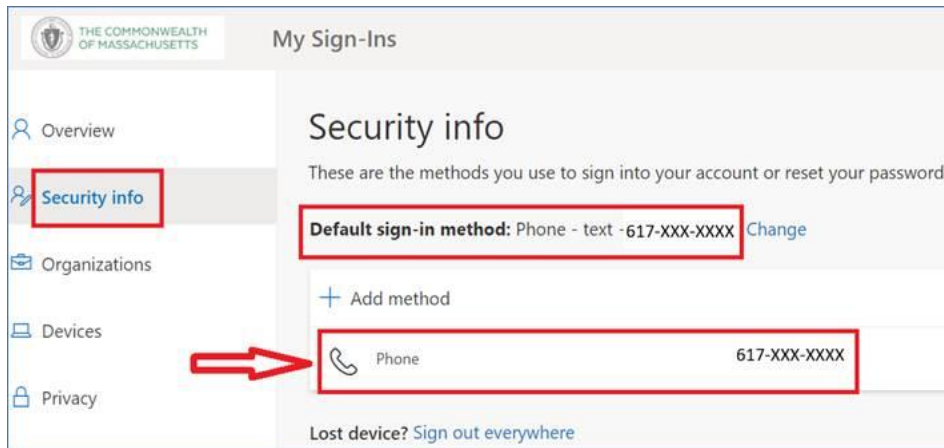
- 1) From your browser login to <https://mysignins.microsoft.com/security-info>
 - a. Username will be your business email address

A screenshot of the Microsoft sign-in page. At the top is the Microsoft logo. Below it, the text "Sign in" is displayed. A text input field contains the email address "paul.revere@mass.gov". Below the input field are three links: "No account? Create one", "Can't access your account?", and "Sign-in options". At the bottom right is a blue "Next" button.

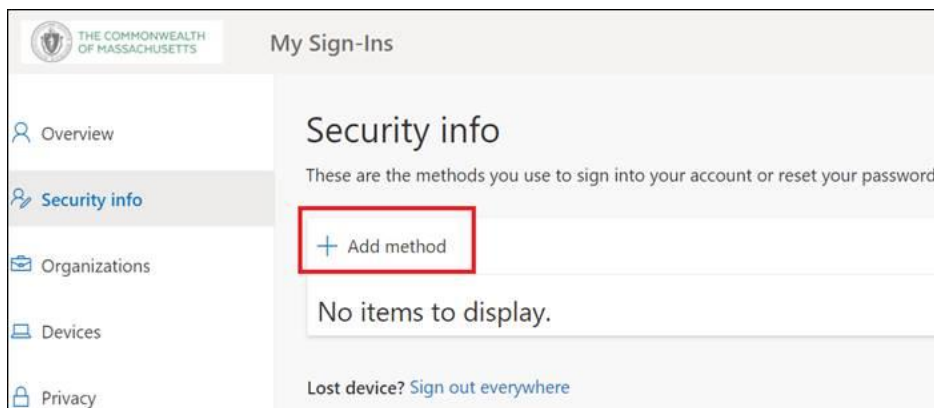
- b. Password will be your desktop password

A screenshot of the "Enter password" page. At the top is a small circular icon and the text "Enter password". Below this is a text input field with a masked password "xxxxxxx". To the left of the input field is a link that says "Forgot my password". To the right is a blue "Sign in" button. At the bottom, there is a "WARNING" section with text: "WARNING This system contains government information and is restricted to authorized users only. By accessing this portal you are consenting to system monitoring for law enforcement. Unauthorized access to the system may subject you to disciplinary action."

- 2) Upon Successful login in Step #1, proceed to “Security Info” to validate your account. If information is displayed under “Security Info”, you are already registered with MFA. At this point you have completed your validation. No need to proceed further with the registration process.



- 3) If information is not displayed under “Security Info”, that means you are not yet registered for MFA and will need to click on **Add Method** to setup MFA.



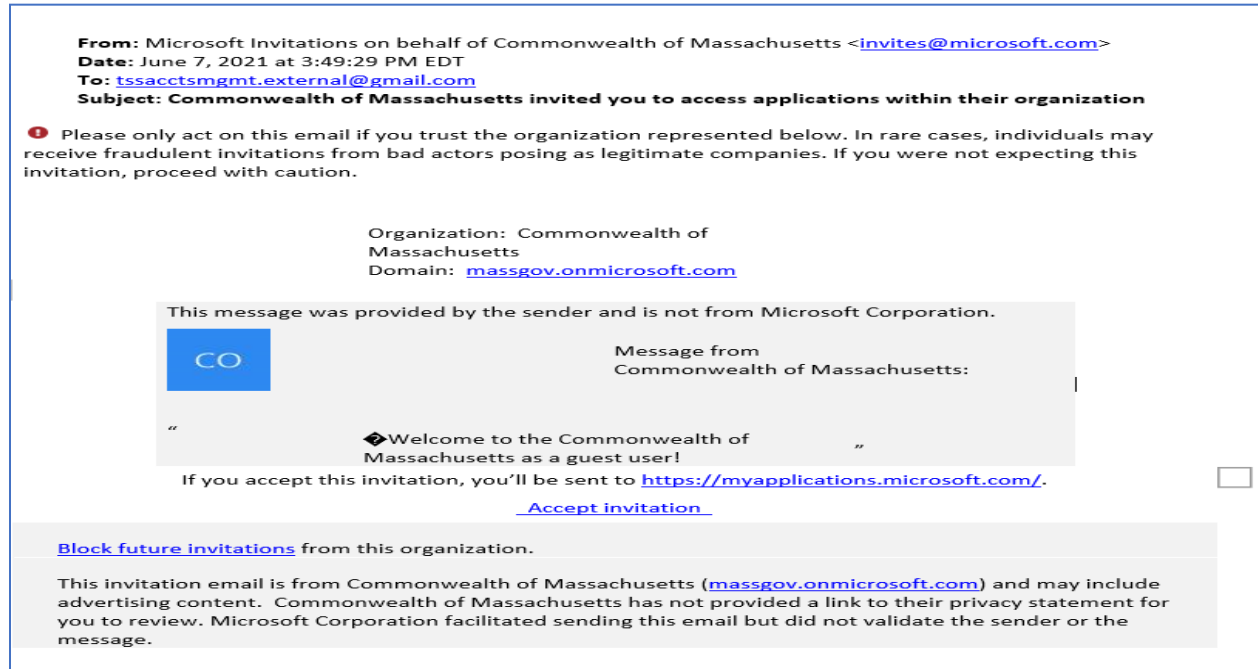
We recommend that at least **two** authentication methods are setup below:

- Microsoft Authenticator App
 - [Microsoft Authenticator Application | Mass.gov](#)
- Receive SMS/Text Message – Cell phone number will not be updated in the Global Address List.
 - [Azure AD MFA Phone/PIN Authenticator Setup | Mass.gov](#)
- Receive a Phone Call to your Home/Office/Mobile
 - [Azure AD MFA Phone/PIN Authenticator Setup | Mass.gov](#)

2. Guest User Registration by Invitation

Once your access has been approved through your Department Security Officer (DSO), you will be receiving an invitation from Microsoft. See sample below. You must accept the invitation, setup password and follow the instructions for setting up MFA methods. Please check your Junk/SPAM folder if you have not received the invitation.

Sample of the Invite



Once your MFA is setup, please use the below link to access the **new MobiusView application**:

- <https://mobiusview.uat2.tss.mass.gov:8443/mobius/MVLogin.html>

End User Assistance

Please refer to [Frequently Asked Questions](#) for more information about Microsoft Azure AD. If you need help during the process, contact the End User Service Desk.

- Phone: 1-844-435-7629
- Email: massgov@service-now.com